

Barnardos South Coast Intensive Family Support

Information for families



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**We
believe
in
children.**



What is the Intensive Family Support Service?

This Program is delivered by two family service agencies located in the Illawarra region. They are Barnardos South Coast Centre based in Warrawong, and the Illawarra Multicultural Service located in Wollongong.

The Intensive Family Support Service (IFS) is a short term case management service that will work alongside you and your family. Your family has been accepted by this program as you have a child or young person (up to 18yrs) who has a disability and you are finding life challenging and may require additional support to assist in addressing your immediate concerns.

The IFS service will allocate a Caseworker who will work with you mostly in your home and who can also assist with attendance at meetings and other appointments at your request. The Caseworker's role is to talk to you about your concerns as well as your immediate and longer terms goals for your family.

They will help to identify your strengths and strategies that work for you. From these discussions, together a family plan will be developed with goals and strategies which aim to assist you to address the current challenges that your family faces.

The case worker will work alongside you to achieve the goals of the family plan. They may make referrals to other agencies (with your consent), they may introduce you to other supports in the community (if you agree) and will provide practical assistance where a need has been identified.

They will work directly with you and those closest to you for a period of up to 12 weeks in order to explore new ideas and different ways of doing things that may make a difference to your current situation.

IFS believes it is important for the services that work with you to work together in a coordinated way to assist you to reach your family's goals.

Once the plan is developed your case worker will organise a meeting with other service providers to determine how they can assist you to reach your goals. These meetings are usually held three times during the time we are assisting you (whenever possible) to ensure co ordination of services The meetings also provide an opportunity in a supported environment to develop useful advocacy skills for your family's ongoing involvement with services.

You will be encouraged and supported to make decisions that you believe are best for you and your family. The case worker will support you and your family by providing information about services and activities that are available to you to meet your goals and improve your quality of life and the lives of those around you.

Eligibility

IFS is a voluntary service and you have the right to withdraw from the service if you do not believe you require it at any point.

You have been accepted into the service because you have at least one child under 18 with a diagnosed disability and you have identified that currently you a struggling to cope with the current pressure you are under. If this is not the case and your family does not meet this criteria, please discuss this further with your case worker.



**We believe
in making
children's
futures
brighter.**

What are the responsibilities of the case worker?

They will:

- Respect and value your views
- Consult with all members of the family and make sure their views are considered when making decisions.
- Always be responsive to your needs and circumstances, and will make sure that you are informed of all the options known to them that may assist you to make the decisions best for you.
- Make sure you have access to other professional support to make any decisions that may be difficult for you.
- Ensure that your privacy is maintained in line with the Privacy document you have signed.
- Maintain a professional relationship with you for the duration of their contact with you, but will not enter into a personal friendship at any time.
- Review your family plan with you on a regular basis to ensure the plan continues to meet your needs.
- Seek regular feedback from you about the service, to make sure it continues to meet your needs.
- Support you to make a complaint if you are not satisfied with the services offered. This will never jeopardise services provided to you as we regard complaints as a means of improving our service delivery and our professional relationship with you.
- Provide an interpreter if one is needed, and have any information translated if the need is identified.
- Work with local communities in order to increase options for people with disabilities.
- Look for different and interesting ways to meet the goals that you have identified.

If they believe that any child in your care is at risk of significant harm IFS caseworkers are required under law to report those concerns to Family and Community Services.

What are my family's rights and responsibilities when working with IFS?

IFS recognises and supports the rights of all members of each family who use the service. We believe it is your right to:

- Be treated in a fair and non discriminative manner and with respect.
- Be provided with a service that is tailored to meet the goals that you have identified.
- Be free from physical, emotional, sexual and financial abuse, neglect and exploitation.
- Be provided with information and support in a language you best understand and that is culturally appropriate and sensitive and respectful of your religious and other beliefs.
- Have the rights of your children identified, met and respected.
- Have confidentiality and right to privacy maintained (including consent for all referrals) unless there is a significant risk to your children's safety and well being.
- Have access to information about you and your family held by our agency
- Have clear information about this service and any other services you are interested in.
- Receive services free of any form of discrimination based on language, cultural, religious background, sexual preference or disability.
- Receive assistance and support that is reliable, to a high standard and consistent with all agreements and plans made with us.
- Identify your goals through the development of a Family Plan that is focussed on you and your family's strengths and needs.
- Be encouraged and supported to access services that will strengthen your interests and well being.
- Have your individual choices respected.
- Be supported if you raise or pursue allegations of discrimination, abuse, neglect or exploitation.
- Be linked with an advocacy service for further support if you consider your rights, interests or well being is not being considered.

If I am not happy with any aspect of the IFS service what can I do?

IFS encourages people to make a complaint if they are not happy with the service being provided. A complaint can be made in writing or directly with any of the staff. You can also ask to speak with a Manager if you would prefer. If you are not satisfied after meeting with the Barnardos Manager you have the right to contact the Chief Executive of Barnardos Australia and put your concerns in writing.

The service will try to make sure that you are comfortable and feel safe when making a complaint and will take this information seriously. You may also make a complaint to the Ombudsman if you do not feel comfortable talking to the IFS staff or the Manager of the service.

We can put you in touch with another professional person (an advocate) who will support you during this process if you are feeling uncomfortable.

We will make sure that the information you provide in the complaint is kept private and is acted upon as quickly as possible. You will be kept informed of the progress of the complaint and given the name of a person at the agency that you can contact at any time while we are following up this issue.

If you are not happy with the outcome of the complaint, you can approach the NSW Ombudsman and discuss the issue with them.

If you decide not to continue with IFS after the complaint has been finalised, we will make a referral for you to another agency who may be able to assist you.



**We believe
all children
deserve to
be loved and
nurtured.**

What are my rights to privacy?

Barnardos Australia has a policy about a person's right to privacy based on the Privacy Act. We will provide you with a copy of this policy if you wish.

We recognise and respect your right to privacy and confidentiality by:

- Asking you to sign a Privacy Agreement and explaining what it means, at the beginning of our contact with you.
- Only collecting information about you and your family that is related to our work with you.
- Talking with you when we are seeking information from other people, and why we need this information.
- Making sure that the file where your information is kept is stored in a locked cupboard and only seen by the IFS staff or Management of the service unless required by law
- Not talking to people about you, unless making a referral on your behalf or required by law

How can you help improve the service for other families?

IFS welcomes any feedback you have at any time, to help us improve our service.

In addition at the back of this booklet is a questionnaire which asks questions about the service you received. We would really appreciate if you could fill this in as we go and we will collect it at the end of the time we spend with you. If you would prefer you can place the form in the self addressed envelope provided and post it to the manager. It is useful to read the form as you go along to ensure you are receiving the service as intended.

Once a year we also invite interested families to participate in a review of the service. At this time, we talk about the feedback we have received, what parts of the service are meeting the families' needs, and what parts need to change in order to improve our service.

Contact information

Intensive Family Support - Barnardos Australia South Coast Children's Family Centre

13 Greene Street, Warrawong

Ph: 42758575

Program Manager: Miriam Glennon

Centre Manager: Kathy Jones

Intensive Family Support Illawarra Multicultural Service

17 Auburn Street, Wollongong

Ph: 4229 6855

Executive Manager: Mohan Gunesakara



**We believe
there is a
child in all of
us.**

barnardos.org.au

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making a difference.**



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Intensive Family Support Feedback Form

About the first contact with your case worker			
Have you any comments or suggestion about your first contact with the service? (Please comment below)			
The first home visit	no	unsure	yes
Was the IFS program explained to you in a way you could understand?			
Was the role of the Case worker explained to you?			
Were you given a copy of the IFS family handbook?			
Was information regarding privacy and confidentiality discussed with you?			
Is there any information you would have liked which was not explained to you?			
Do you have any additional comments you would like to make about the first home visit?			
During the Intervention	no	unsure	yes
During the intervention were you encouraged to access the community in ways that you chose?			
Did you feel respected by your Case worker during the intervention?			
Do you believe that you were given enough opportunities to involve the people in your life (friends, family, and advocates) in the intervention?			

Do you have any additional comments to make about your experience during the intervention?

About the Service

no

unsure

yes

Are you satisfied that you were given enough information to be able to make your own decisions about services available in the community?

Do you believe that if you had need to make a complaint that you knew how and felt able to do so?

Do you believe that the intervention has assisted you and your family to reach your family goals?

Would you recommend this service to other families in similar situations to you?

Are you aware of the referrals and services that are continuing to support your family including any referrals that have not yet commenced?

Do you feel more confident in your capacity to access supports and services?

Do you have any additional comments to make about your experience overall of intervention?

Do you have any suggestions about how we may improve IFS?

Consent to obtain and exchange information

For privacy reasons, most agencies are limited in the amount of personal information they are allowed to share about you. This can limit our ability to provide you with the best possible service.

By filling out and signing this form you are agreeing to personal information about you and/or the children in your care being shared among workers from the agencies or people that you have listed.

If you do not sign this form or do not want to agree to services sharing information we will still provide a service to you but we might not get a full understanding of your needs and circumstances.

Verbal Permission:_____ Date: _____Time:_____

I, (insert name) _____ give my consent for Barnardos South Coast to request/share information with the following agencies / people about their involvement with me and/or the children in my care:

The full names and birth dates of the children in my care are:

First Name	Last Name	DOB

I understand that this information will be held by Barnardos and will not be available to anyone outside Barnardos without my permission except where it is required by law.

I understand that my consent to share information is voluntary and that I can withdraw my consent at any time.

I understand that my consent lasts until (insert date)_____.

I understand that I have the right to access and view the information gathered.

Signature: _____ Date: _____

Have your say about our services



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Barnardos South Coast welcomes your comments about our services. It is your right as a consumer to have your say about the services you receive. Should you have a complaint, it will be handled confidentially.

You can have your say by contacting us.

Ph: 02 4275 8575

Mail: PO Box 76 Warrawong

NSW 2502, or as outlined in the steps below.

Step 1

Contact your worker

(Name) _____

If you do not want to contact the case worker or are not satisfied with the outcome then follow Step 2

Step 2

Contact your Program Manager

(Name) _____

If your issues are not resolved, go to Step 3

Step 3

Contact the Senior Manager of
Barnardos South Coast Centre

(Name) _____.

If you are still not satisfied go to Step 4

Step 4

Contact the Chief Executive Officer at
Barnardos Australia

Head Office: 02 9218 2300
Barnardos Infoline 1800 061 000

barnardos.org.au

The NSW Ombudsman can also assist you if you feel that your complaint has not been handled properly by Barnardos.

Phone 1800 451 524 or email nswombo@ombo.nsw.gov.au

barnardos.org.au

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